



## **WIC and Nutrition Services**

1035 First Ave. West Kalispell, MT 59901  
(406) 751-8170 Fax: 751-8171

Administration  
751-8101 FAX 751-8102  
Community Health Services  
751-8110 FAX 751-8111  
Environmental Health Services  
751-8130 FAX 751-8131  
Reproductive Health Services  
751-8150 FAX 751-8151

### **MEMORANDUM**

DATE: 5-12-2008

TO: WIC Future Study Group

FROM: Jeannine Lund, WIC Division Director for Flathead City/County Health Department

SUBJECT: "Same Day/Week" Scheduling

Following are reasons why and how the WIC clinic in Kalispell implemented the "Same Day/Week" scheduling. Please call if you have further questions.

#### **WHY Change the Scheduling System?**

1. High no-show rates result in decreased caseload, inefficiency of staff's time and a longer waiting period for clients to reschedule and to receive WIC services.
2. It is ineffective to reschedule appointments and make reminder calls without seeing results from these efforts.
3. Pulling participant files and then refilling due to no-show is extremely time consumptive and is extra work for the support staff.
4. The current method of scheduling is not meeting the client's needs.

#### **HOW to Change:**

1. Talk to clinics who are currently using "Same Day/Week" scheduling.
2. Brainstorm with local staff re: how to educate the clients, responsibilities of support staff, what type of documentation will be needed for the client and file, and how to respond to the phone calls.
3. Pick a start date and don't change it, (move forward once the decision is made).

Here is an EXAMPLE of how the Kalispell WIC clinic uses the Same Day/Week scheduling:

It is 5/12/08 and Sally's mom is here for an education appointment. The nutrition information is provided and 2 months of FI's are printed. Sally's certification ends on 7/12/08 so staff fill out the Official Notice of Certification End Form and write on the form (cert. ends 7/12/08). Staff reviews the form with the client, encourages the client to call for an appointment the week that the cert. ends and writes on the green pouch to call by 7/12/08 for appt..

It is now 7/07/08 and the support staff receives a call from Sally's mom stating that she needs an appointment for her daughter. Staff pulls the file, verifies the end cert. date and gives the client the option of an appointment that day, if available, or an opening on another day of that week. Once the appointment is scheduled, the staff writes the date/time of the appointment on the copy of the Official Notice of Certification End Form, which is in the client's file, prints verification of Medicaid, AFDC or Food Stamps, if Sally is eligible, and places the file in the appropriate space, (the filing cabinet is labeled by week days). Note: Sally's mom had called on 7/01/2008 to schedule the appointment and was given a friendly reminder to call within the week of the cert. end date.